



**Kentucky Employees' Health Plan**  
**Plan Year 2014 Open Enrollment**  
**Road to Success Webinar**

# **How and When to Enroll**



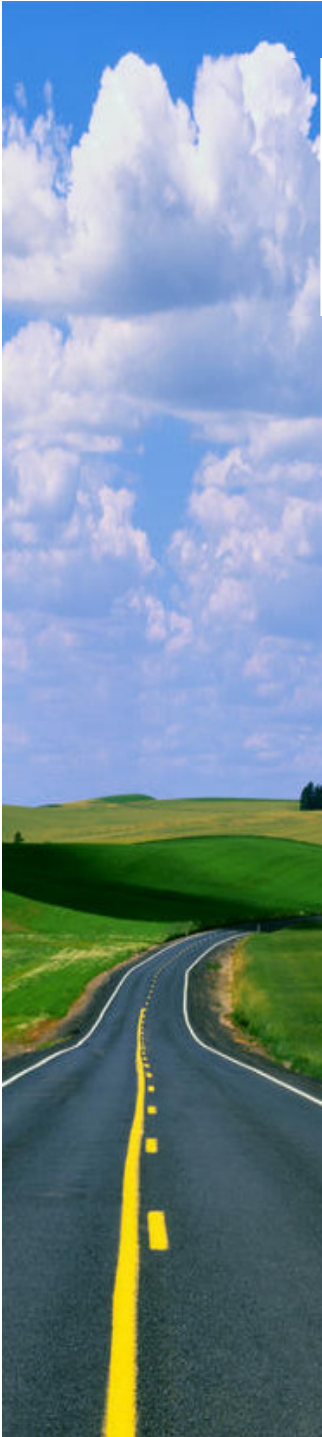
## Technical Information

- Ask questions through computer
- Donna and I will answer as many questions as we can
- Questions not answered during presentation will be gathered and posted on the FAQs
- Video of all presentations will be on the [KEHP.ky.gov](http://KEHP.ky.gov) website



## What You Will Learn

- Online vs. paper enrollment
- How to use KHRIS Employee Self Service (ESS) to enroll
- Open enrollment dates
- Customer service hours and phone numbers

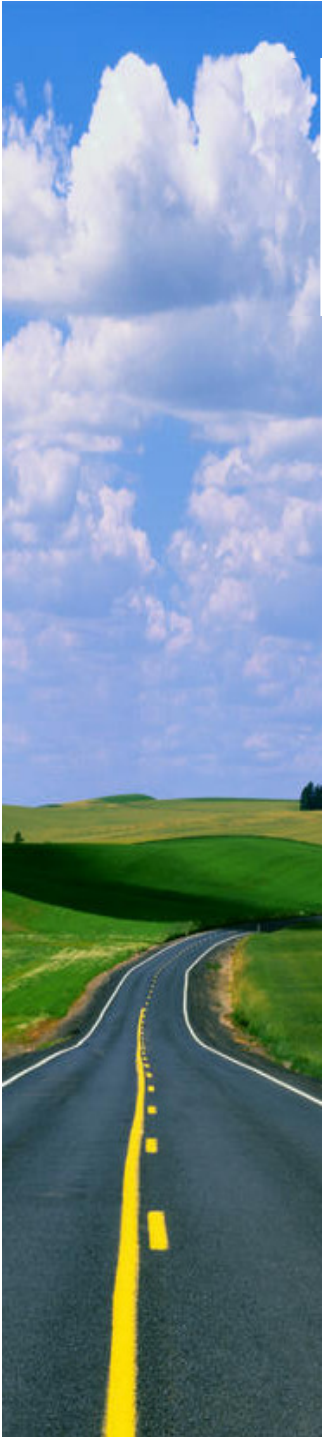


# Open Enrollment – Online vs. Paper

- Mandatory, active enrollment
  - Members must actively elect a plan or waive coverage between October 1-31

## Online KHRIS ESS

- ✓ Active employees
- ✓ KTRS retirees
- ✓ KCTCS retirees



# Open Enrollment – Online vs. Paper

- **Mandatory, active enrollment**
  - Members must actively elect a plan or waive coverage between October 1-31

Online KHRIS ESS	Paper Application
<ul style="list-style-type: none"><li>✓ Active employees</li><li>✓ KTRS retirees</li><li>✓ KCTCS retirees</li></ul>	<ul style="list-style-type: none"><li>✓ Cross-reference planholders</li><li>✓ Members with a disabled dependent</li><li>✓ KRS retirees</li><li>✓ New employees</li></ul>

- No plans will roll to 2014, including Waiver HRA



## Open Enrollment - Dates

- Designated enrollment dates for KHRIS ESS
  - To ensure a smooth online enrollment session, KEHP has designated enrollment dates for members
  - If the designated date is inconvenient, the member can enroll any date between October 1-31

First Letter of Last Name	Designated Enrollment Dates
A-F	October 1 - 10
G-N	October 11 - 20
O-Z	October 21 - 30





## Open Enrollment – Default Plan

- Members who **do not** enroll in coverage or waive coverage will be defaulted to: Standard CDHP, single coverage level
  - Default plan is not free - single coverage premium is \$12.98 non-tobacco user or \$52.98 tobacco user



## KHRIS ESS

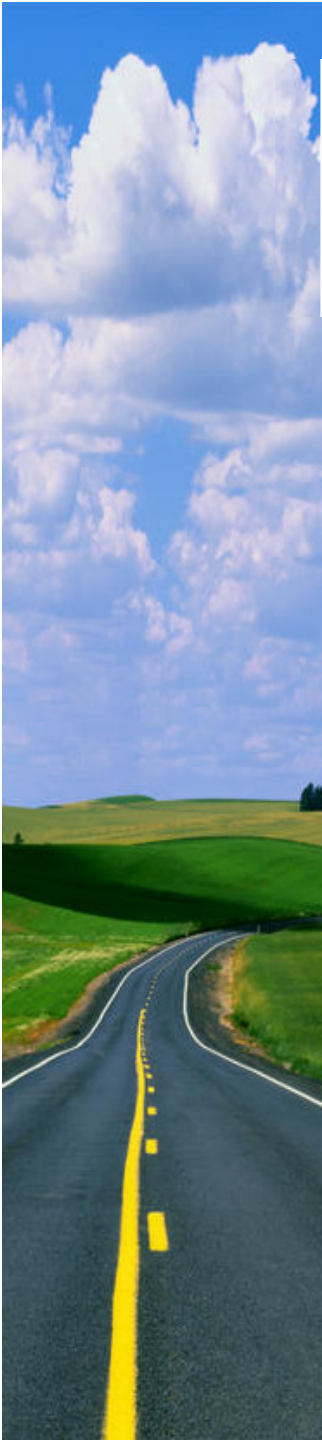
- Go to [KHRIS.ky.gov](http://KHRIS.ky.gov)
- Instructions in multiple places
  - Open Enrollment Packet
  - Benefits Selection Guide
  - Online at [KEHP.ky.gov](http://KEHP.ky.gov) –
    - 2014 Benefits, then KHRIS ESS Enrollment Guide or FAQs
    - Under FAQs you'll find KHRIS Enrollment Tutorial





## Paper Application

- Applications available:
  - Open Enrollment Packet
  - Benefits Selection Guide
  - Online at [KEHP.ky.gov](http://KEHP.ky.gov) – Forms and Documents page
- Different application for Active employees and Retirees
- Cross-reference employees
  - Both members must sign form
  - Send through IC/HR department
- Submit as soon as possible – all cross-reference applications processed here



# Customer Service Hours

- Dates: Oct. 1 - 31
- Customer Service Hours (Eastern Time)

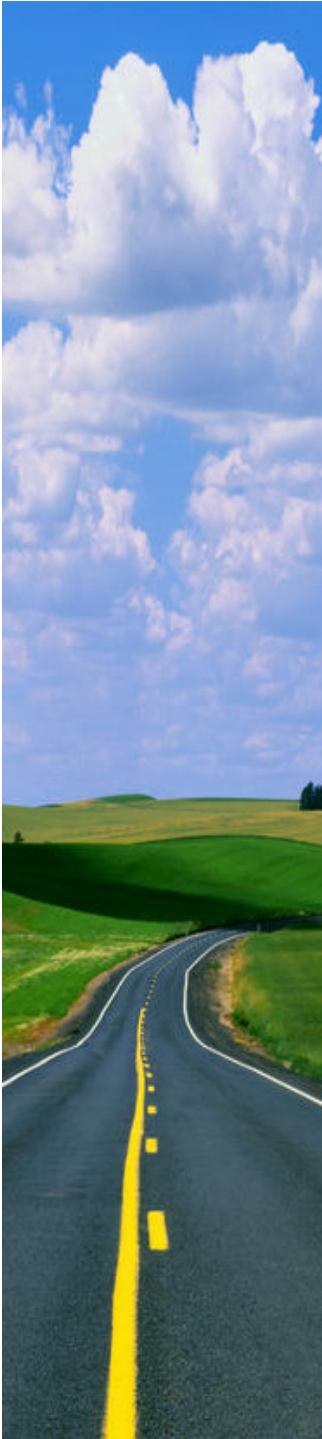
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 8:00 to 8:00	2 8:00 to 8:00	3 8:00 to 8:00	4 8:00 to 8:00	5
6	7 8:00 to 8:00	8 8:00 to 8:00	9 8:00 to 8:00	10 8:00 to 8:00	11 8:00 to 8:00	12
13	14 8:00 to 6:00	15 8:00 to 6:00	16 8:00 to 6:00	17 8:00 to 6:00	18 8:00 to 6:00	19 8:00 to 1:00
20 8:00 to 1:00	21 8:00 to 9:00	22 8:00 to 9:00	23 8:00 to 9:00	24 8:00 to 9:00	25 8:00 to 9:00	26 8:00 to 1:00
27 8:00 to 1:00	28 8:00 to 9:00	29 8:00 to 9:00	30 8:00 to 9:00	31 8:00 to 9:00		

## Customer Service Contact Information

<b>KEHP Member Services</b> (Customer Service)	Outside Frankfort	888-581-8834
	In Frankfort	502-564-6534
	<b>Option 1:</b> KHRIS User ID, password computer & technical assistance <b>Option 2:</b> Benefit Questions <b>Option 3:</b> Enrollment & eligibility <b>Option 4:</b> Member services	
<b>Employee ID &amp; Password</b>	Outside Frankfort	877-741-7017*
	In Frankfort	502-564-3116*
<b>Computer &amp; Technical Assistance</b>	Outside Frankfort	866-746-1613*
	In Frankfort	502-564-4597*
<b>Benefits Information</b> (Humana & ESI)	877-597-7474	

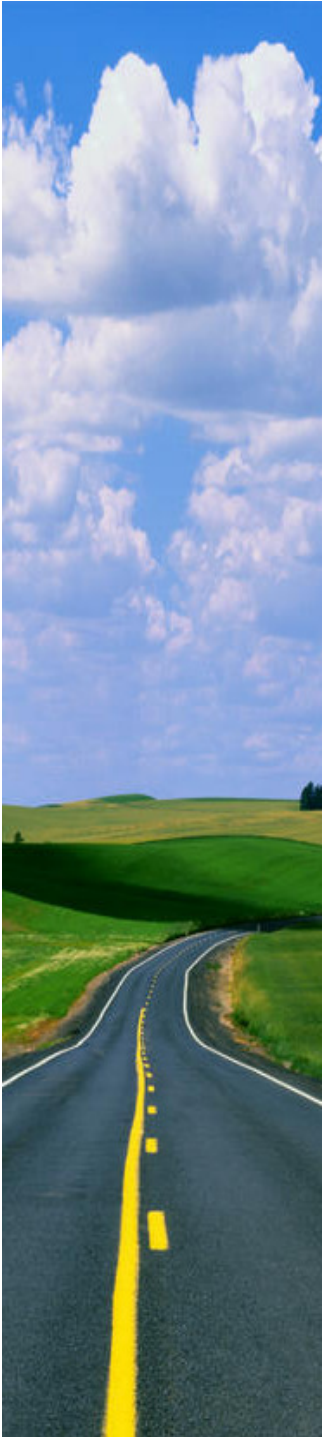
\* Number only available during Open Enrollment





## Customer Service Contact Information

Retirees	
KRS	800-928-4646 502-696-8800
KTRS	800-618-1687 502-848-8500
LRP & JRP	502-564-5310
KCTCS	859-256-3100



## Customer Service – Benefit Fairs

- Ongoing through Oct. 18
- Free flu shots at all locations
- Health screenings at all locations
- Enrollment kiosks at all except Jefferson County
- Assistance from
  - KEHP Staff
  - KTRS and KRS Staff
  - Humana & Humana*Vitality*
  - ESI



## What We Covered

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